

Letter to Direct Sales Occupant

Date: _____

FEMA- -DR-

Registration #: _____

Applicant: _____

Address: _____

Dear _____,

Our records indicate that you purchased a temporary housing unit (travel trailer or park model) from FEMA on or after July 31, 2006. Due to the continuing concern about the possible levels of formaldehyde in these travel trailers, FEMA announced that it will offer refunds to past buyers of these units who wish to return them to FEMA.

To obtain a refund, you will need to contact FEMA at (TRO number) or 1-866-562-2381 or TTY 1-800-462-7585 and be prepared to provide the following:

- The name of the person who purchased the unit; and
- FEMA registration number.

FEMA must receive your request for a refund within 60 days of the dates of this letter

In order to return the unit to FEMA, you will need to provide to FEMA the Standard Form (SF) 97, Certificate to Obtain Title, and any state or other title that attaches to the unit. You will also need to provide to FEMA a Direct Deposit form with original signature and an unsigned, voided check or deposit slip. FEMA will make arrangements with you to obtain this information and for the physical return of the unit to FEMA. Once the necessary information is received and validated by FEMA, and the unit has been collected, a refund will be made to you by mail or direct deposit within 30 days. Refunds are limited to the purchase price of the travel trailer. No refunds will be given for improvements you have made to the unit or for any transportation costs incurred after the sale of the unit. The refund only applies to units purchased from FEMA between July 31, 2006 up to and including July 31, 2007.

If as a result of your return of the unit to FEMA, you and members of your household will be in need of additional housing assistance from FEMA, you may contact FEMA at (TRO number) or 1-800-621-FEMA to inquire about additional assistance. If you have questions about this refund offer, please contact FEMA at 1-866-562-2381 or TTY 1-800-462-7585

Sincerely,

FEMA Housing Officer